

JOHANNA BHAVSARGAM

36 Hilltop Road ▪ Worcester, MA 01624
956-257-1090 ▪ bhavsargam.j@husky.neu.edu
Availability: January – June 2024

EDUCATION

Northeastern University, Boston, MA

Expected: May 2026

Khoury College of Computer Sciences, *Candidate for Bachelor of Science in Computer Science and Business Administration*

Honors: 3.7 / 4.0 GPA, Dean's List

Activities: Intramural Soccer, Utsav Cultural Club, BAPS Campus Fellowship *Relevant Courses:* Object Oriented Design, Algorithms & Data, Discrete Structures, Fundamentals of Computer Science 1 & 2, Logic and Computation

Chatham High School, Chatham, MA

June 2022

Honors/Awards: 4.1 / 4.3 GPA (top 5% of class), High Honor Roll, DECA Business Club District & State Finalist, National Honor Society

Activities: DECA Business Club, Science Club, Class of 2022 Representative, Orchestra (Violinist)

TECHNICAL KNOWLEDGE

Languages: Java, Racket, Scheme

Software: Microsoft Office, Eclipse, Dr. Racket, Visual Studio C, BMC Track-It, MMC, SCCM

Operating Systems: Windows (2000/ XP/Vista/7/8/), Mac OSX, Linux Ubuntu (14.04/16.04/)

PROJECTS

Tetris April 2023 ▪ Developed full Tetris game in Racket Scheme language using mainly a linked list data structure

Nao Robot November 2021 ▪ Programmed the Nao Robot (made by Aldebaran) in Java to navigate classrooms

WORK EXPERIENCE

iRobot Corporation HQ, Bedford, MA

June – September 2023

Service Desk Engineer

- Diagnosed and resolved hardware, software, and network problem via telephone and email for employees
- Reduced support ticket cue down from 100+ unanswered queries to under 20
- Managed user accounts for 400+ employees through Microsoft Management Console
- Responded and diagnosed problems through discussions with users including problem recognition, logs, research, isolation, resolution, and follow-up steps

Rufina's Italian Restaurant, Chatham, MA

May 2021 – November 2022

Waiter/ Busser

- Trained new wait-staff and bussers on guest service expectation, safety procedures, restaurant technology, and restaurant protocols to ensure restaurant efficiency was maximized
- Answered customer inquiries and resolved customer complaints
- Surpassed quality expectations and standards to ensure the customer had no complaints
- Recorded and balanced all customer transactions at the end of the shift to guarantee accuracy

National Honor Society, Chatham, MA

September 2020 – May 2021

Math Tutor and Mentor

- Taught geometry, trigonometry, algebra I and II, pre-calculus, and calculus I and II to 10 – 15 students
- Developed and monitored action plans based on students' and educators' academic goals to raise students' grade by an average of 15 – 20% on tests

INTERESTS

Business and Management, Entrepreneurship, Data Visualizations, Soccer, Swimming, and Monopoly